

**From:** Jenkins, Becky - Division of Enterprise Data

**Sent:** Tuesday, August 18, 2015 2:26 PM

**To:** All State KSIS Contacts <ksiscontacts@education.ky.gov>

**Cc:** Meade, Ginger - Division of Learning Services <ginger.meade@education.ky.gov>; McCowan, Joseph - Office of Next Generation Learners <joseph.mccowan@education.ky.gov>

**Subject:** KSIS Notification: IEP Print Issue UPDATE

KSIS Contact:

Infinite Campus has provided the following update related to the IEP print issue. Please share with appropriate personnel in your district.



# CAMPUS SUPPORT

**Please alert all users in your district responsible for maintaining Special Education records in Infinite Campus.**

**Infinite Campus has provided the following:**

**ISSUE ALERT:** Infinite Campus has received reports that when some IEP's are printed, inaccurate disabilities are displaying.

**FIX:** Infinite Campus has identified the districts and students with data anomalies. The solution will be to update the printed value to match the value observable inside the corresponding Evaluation. Infinite Campus has consulted with KDE in regards to the proposed solution and plans to execute an update for all impacted students and districts on Thursday, August 20<sup>th</sup>. The update will require no Infinite Campus downtime.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up your case submission with a phone call to Campus Support.

*Note: please do not reply to this e-mail. If you have a question specific to a case or your account, please contact your Channel Partner/Infinite Campus Support or log on to the Infinite Campus customer portal at <https://community.infinitecampus.com>.*

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